



## **RIDGECREST**

CONFERENCE CENTER

## **IMPORTANT INFORMATION**

### **CHECK-IN/CHECK-OUT**

Check-in time is 4:00 pm

Check-out time is 10:00 am

### **RIDGECREST INFORMATION DUE 16 DAYS BEFORE EVENT**

This due date is necessary so our team can appropriately prepare to serve your event (as well as other events) with excellence and grace. As a reminder, Ridgecrest will waive our standard 15% service charge as applicable when you provide information by this date.

### **FOOD SERVICE**

Our standard meal times are:

Breakfast 7:15 am - 8:15 am

Lunch 12:00 pm - 1:00 pm

Dinner 5:30 pm - 6:30 pm

Meal times cannot be altered without written permission from your Event Coordinator. Any changes to your contracted meal plan must be made no later than 2 weeks prior to your event.

In order to meet the needs of all our guests, we are unable to allow reserved seating in our Dining Room.

### **FOOD ALLERGIES AND/OR SPECIAL DIETARY REQUEST GUIDELINES**

At Ridgecrest Conference Center, we have taken special care to offer a wide variety of menu options at each meal in our buffet-style Dining Room. Ridgecrest Food Service sets the daily Dining Room menus and meal times. Sample menus can be found [on our website](#). You'll see we have built in items with each meal that are clearly labeled to fit with most dietary restrictions; however, for those with severe allergies please ask for our chef and we will strive to meet your personal needs within the workings of our kitchen.

### **CATERING**

Ridgecrest's Food Service Team provides excellent catering services. Please work with your Event Coordinator to order special meals or snack breaks.

- All catered events require a minimum of 20 guests and should be scheduled no later than 16 days prior to event.
- Guaranteed numbers for all catered events are due to your Event Coordinator one week prior to event.
- Events requiring labor after 10:00 p.m. will incur additional labor charges of \$20/hour per staff person working the event.
- Banquets in excess of 2 hours will incur additional labor charges of \$20/hour per staff person working the event.



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- Catering rates do not include 15% service charge.
- Food or beverages not catered by or purchased from Ridgecrest Conference Center are not permissible.
- If a group would like to provide pre-packaged snacks for their attendees, the pre-packaged snacks need to be on the [approved snack list](#) and a \$1/person fee will be charged for each person attending the conference/retreat. Please consult your Event Coordinator for approved snacks. If snacks or beverages are not approved and are brought into the conference space, the group will be charged a \$250 fee per conference room where food is served, in addition to the \$1 per person charge. Thank you for your cooperation.
- A \$250.00 fee applies to all catered events requested in any outdoor venues.

Due to liability issues, NO outside food is to be brought into the conference center. If a group would like to provide pre-packaged snacks for their attendees, the pre-packaged snacks must be on the approved snack list, and the group will be charged a \$1 per person fee for each person attending the conference/retreat. Please consult your Event Coordinator for approved snacks.

If snacks or beverages are not approved and are brought into the conference space, the group will be charged a \$250 fee per conference room where food is served, in addition to the \$1 per person charge.

**SEE APPROVED SNACKS ON NEXT PAGE**



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## IMPORTANT INFORMATION

### APPROVED SNACKS

1. Individual size pre-packaged chips
2. Individually wrapped candy bars or hard candy
3. Individual size pre-packaged cookies
4. Individually wrapped snack cakes
5. Individually wrapped breakfast/granola bars
6. Whole apples or oranges
7. Bottled water



All snacks must be sealed, and not require cooking or refrigeration. **Home-baked items are not permitted.**

Group leader must sign an agreement indicating permission has been granted to bring in snacks for the group based on the [guidelines previously stated](#).



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### **A/V & CONFERENCE SERVICES**

- For each function, each room includes a free initial set-up. Additional room changes are subject to a fee of \$100 per change during normal business hours (plus our standard 15% service charge). Room changes requested to be made after 8:00 pm or before 8:00 am are subject to a fee of \$500 per change (plus our standard 15% service charge).
- Meeting room changes require a minimum of 1 hour to change set-up for meetings and a minimum of 2 hours for caterings.
- Audiovisual equipment is available for rent from Ridgecrest on a first come, first-served basis. Please see [AV Equipment Rentals Link](#) for the rental cost of equipment. Pricing is per event.
- Ridgecrest will provide qualified A/V technicians for your event. Events desiring assistance from a Ridgecrest technician can make this request through your assigned Event Coordinator by the due date. Groups that request Ridgecrest technicians to run sound, and/or lighting will be charged \$50/hour per technician needed (plus 15% service charge).
- Ridgecrest does not provide A/V technicians to run media. If you are running media, you will need to provide your own computer.
- Groups who would like assistance setting up the sound system in an auditorium will receive 1 hour of complementary assistance from a Ridgecrest technician even if the group is providing their own sound technician(s). This only applies if technicians are requested by the due date.
- Groups who would like assistance setting up their own sound in a non-auditorium function space will receive 30 minutes of complementary assistance from a Ridgecrest technician. This only applies if technicians are requested by the due date.
- Wi-fi is available in most areas of the conference center with the exception of our youth dorms.
- A/V technicians asked to stay after 11:00 p.m. or before 6:30 a.m. will be billed at an additional \$50/hour per technician requested.
- Audiovisual equipment and technician rates quoted do not include 15% service charge.
- Use of Spilman Auditorium requires an Audiovisual technician at \$250.00 per day. Please see [Spilman Auditorium Link](#) for diagrams and technical [rider](#) and [form](#).
- At a minimum excessive cleaning fees are established at \$500.00 per auditorium and \$250.00 per breakout space (plus our standard 15% service charge).



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### **WI-FI**

Wireless internet is available in most areas of the conference center with the exception of our youth dorms.

### **RECREATION**

- Recreation is available on a first come, first reserved basis.
- Please see [Recreation Link](#) for available recreation opportunities at Ridgecrest. Recreation area must be reserved in advance, no later than 16 days prior to arrival.
- Ridgecrest has three fire rings available for guest groups on a first come, first reserved basis. All fire rings must be reserved 16 days prior to arrival.

### **SHIPPING AND DELIVERY FEES**

For your convenience, you may ship boxes and/or pallets for your event directly to Ridgecrest Conference Center. Our staff will receive your shipment and deliver it to your meeting space after your arrival. Please inform your Event Coordinator so we know when to expect the shipment and where you would like the boxes delivered.

A delivery fee will apply to all boxes and pallets received by Ridgecrest. The delivery fee is \$5 per box or \$75 per pallet. A 15% service charge will apply to shipments that arrive at Ridgecrest outside of normal business hours (Monday - Friday, 8:00 am - 5:00 pm).

Please address all shipments to Ridgecrest in the following format:

Ridgecrest Conference Center

ATTN: Attendee Name + Event Name and Dates

1 Ridgecrest Drive

Ridgecrest, NC 28770

Ridgecrest Conference Center is not responsible for lost or damaged shipments. Ridgecrest will receive deliveries no earlier than one week prior to your event. Outgoing shipments must be packaged and labeled by event and must be picked up within one week of the event's completion. Ridgecrest is not responsible for any items left more than one week.



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### **MEDICAL EMERGENCIES**

Ridgecrest does not staff medical personnel. In case of an emergency, please contact the Ridgecrest Front Desk (828.669.8022) or dial 0 from any Ridgecrest phone. In the event of a life-threatening emergency, please call 911 first and then contact the Front Desk. It is extremely important you notify Ridgecrest when 911 has been called so we can direct the emergency personnel when they arrive on campus.

### **POLICIES AND GUIDELINES**

#### **PROHIBITED ACTIVITIES/ITEMS**

- Alcoholic beverages, illegal drugs, and fireworks are not permitted.
- The use of tobacco and tobacco related products is prohibited. A \$250 cleaning fee will be incurred per incident if this standard is violated.
- Burning of incense or candles is prohibited. Exceptions may be made for corporate worship with prior approval from your Event Coordinator.
- Immodest clothing, distasteful or offensive monograms/designs, bare feet in public areas or any extreme style of dress is prohibited.
- Cooking appliances including but not limited to crock-pots, hot plates and toaster ovens may not be brought onto Ridgecrest's campus due to food safety and fire safety concerns. Guests violating this policy are subject to a \$250.00 fee.
- Pets are not permitted in any Ridgecrest facility. However, service animals as defined by ADA ("Americans with Disability Act") regulations are permitted. ADA regulations define a service animal as "any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including physical, sensory, psychiatric, intellectual or other mental disability." Per the U. S. Department of Justice, "The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort or companionship do not constitute work or tasks for the purposes of this definition." Such animals are not service animals and are therefore not permitted in any Ridgecrest facility.
- As a courtesy to all guests, please observe noise curfew from 11:30 PM to 6:30 AM.